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## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/858,105	05/15/2001	Hariharakrishnan Mannarsamy	70006679-1

CONFIRMATION NO. 1766

## FORMALITIES LETTER



\*OC000000006297114\*

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, CO 80527-2400

Date Mailed: 07/18/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

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*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

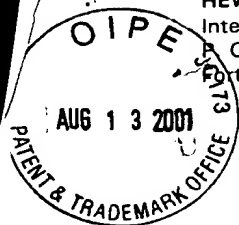
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HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

SECTOR 8  
PATENT APPLICATION

ATTORNEY DOCKET NO. 70006679-1



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Hariharakrishnan MANNARSAMY

Confirmation No.: 1766

Application No.: 09/858,105

Examiner:

Filing Date: May 15, 2001

Group Art Unit:

Title: A Helpdesk System And Method

Box MISSING PARTS  
COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

TRANSMITTAL LETTER FOR SUBMITTAL OF MISSING PARTS

Sir:

This is in response to a Notice to File Missing Parts of Application under 37 CFR 1.53(f) mailed on July 18, 2001. Enclosed is a copy of said Notice and the following documents and fees to complete the filing requirements of the above-identified application.

(X) Executed Declaration and Power of Attorney. The above-identified application is the same application which the inventor executed by signing the enclosed declaration.

( ) Statutory basic filing fee ( ) Utility \$710.00 ( ) Design \$320.00

( ) Additional claim fees of \$

(X) Missing Parts Surcharge \$130.00

( ) A Petition for Extension of Time for reply to Notice of Missing Parts is attached.

( ) one month \$110.00  
( ) two months \$390.00  
( ) three months \$890.00  
( ) four months \$1390.00

Please charge to Deposit Account **08-2025** the sum of \$130.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.

(X) A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Hariharakrishnan MANNARSAMY

By Edward Maker II

Edward Maker II

Attorney/Agent for Applicant(s)  
Reg. No. 26762

Date: 10 aug 2001

Telephone No.: (650) 857-5143

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: Aug 10 2001

Typed Name: Alba P. Escobar

Signature: [Signature]